



# PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division  
Vancouver, Washington Division  
Community Based Outpatient Clinics  
Salem, OR Bend, OR  
Camp Rilea (Warrenton, OR)*



## NOTICE OF VACANCY

1. <u>Announcement Number</u>  <b>MP-09-0217-LS</b>	2. <u>Title, Series, Grade, Salary</u>  <b>Lead Medical Support Assistant (200020) GS-679-7 \$40,075 to \$52,099 per annum (Based on full-time employment)</b>	3. <u>Tour of Duty</u>  <b>8am – 4:30pm M-F</b>	4. <u>Duty Station</u>  <b>Hospital &amp; Specialty Care Division, Portland Division</b>
5. <u>Type &amp; Number of Vacancies</u>  <b>Permanent 1 Full-time position</b>	6. <u>Contact</u>  <b>Human Resources Assistant 503-273-5236</b>	7. <u>Opening Date</u>  <b>04/20/09</b>	8. <u>Closing Date</u>  <b>05/08/09</b>

### WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

### MAJOR DUTIES:

The incumbent's primary responsibility is the orientation of all 8 Patient Support Assistants and general oversight of the day-to-day activities ensuring that routine work is carried out timely and accurately in the Portland Outpatient Procedure Areas, which includes the main Check-in Area and the Chemotherapy Unit. The Lead Medical Support Assistant is also responsible to cover the administrative duties for the Cardiology, Pulmonary and Hematology Oncology Sections. Duties include, but are not limited to; leads a team of Patient Support Assistants (PSA) in the Outpatient Procedure Areas who perform MSA duties at the GS-5 and GS-6 grade levels. Provides guidance and technical direction necessary for accomplishing the work in these clinical outpatient areas. Works with the Administrative Manager in the assignment of functions for all PSAs in order to meet routine and unusual deadlines and priorities. Serves as work leader, assuring the work assignments of employees in these outpatient procedure areas are carried out. Distributes and balances workload and tasks among PSA's. Assures the timely accomplishment of work assigned to these areas. Assures each PSA's has an integral role in providing the assigned services. In case of shortage of personnel due to scheduled and unscheduled leave, the incumbent will be responsible for covering the PSA duties and for distributing the workload to other PSA's to assure a smooth workflow. Makes day-to-day adjustment in work assignments. Monitors the status and progress of work and makes adjustments in accordance with established priorities. Obtains assistance from the Administrative Manager as needed for major issues or problems that arise. Checks work in progress to see that the Administrative Manager instructions have been met. Collects and prepares data, as instructed, to support the Portland Outpatient Procedure Areas. Provides expert advice on specific tasks, procedures, and policies pertaining to MSA duties. Trains employees in the accomplishment of tasks or projects. Maintains current knowledge and answers questions from team members on procedures, policies, and directives. Instructs employee's in specific tasks and job techniques; and prepares and conducts formal training to broaden employee's knowledge of the PSA's responsibilities. The incumbent is responsible to review current medical center memorandums, guidelines, bulletins, etc. and communicate pertinent information to clerical staff. The incumbent works closely with the Administrative Manager to determine training needs for the PSA's in each clinical area. Based on identified training needs, the incumbent works with the Administrative Manager in developing and coordinating appropriate training. The incumbent is responsible to arrange in-services for the PSA's and monitor the completion of their LMS and MARS to ensure they meet their yearly training requirements. The incumbent is responsible to print and file hard copies of electronic mailman messages that pertain to procedure and policy changes for training documentation and reference.

### **THIS POSITION IS IN THE BARGAINING UNIT**

### QUALIFICATION REQUIREMENTS:

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-679, Medical Clerk series apply and may be reviewed in the Human Resources Management Service office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

**Specialized Experience:** At least one (1) year of specialized experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be credible with specialized experience must have been equivalent to the next lower grade level (GS-6).

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**Substitution of Education for Experience:** Generally not applicable.

**BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))**

***On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:***

1. Knowledge of medical terminology.
2. Knowledge of and proficient use of computer and software programs including Word, CPRS, VISTA and Excel.
3. Demonstrated knowledge of consult deadlines, completion criteria and appointment scheduling parameters.
4. Demonstrated knowledge of the encounter process including the completion of forms and ability to provide instructions to providers on the appropriate way to complete the form.

**CONDITIONS OF EMPLOYMENT:**

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

**HOW TO APPLY:**

**Portland VAMC Permanent Employees must submit:**

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 05/15/09)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 05/15/09)
4. MPQ – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

**All application packets must be received in Human Resources by Close of Business (COB) on 05/08/09 (except as noted above).** Application forms may be obtained in Human Resources Office or on our internal website.

<http://vaww.portland.med.va.gov/Departments/CFO/HR/>

*Applications may be mailed to:*

Portland VA Medical Center, P4HRMS

**Attn: MP-09-0217-LS**

PO Box 1034

Portland, OR 97207

*Or brought in person to:*

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

**APPLICANT'S PLEASE NOTE:**

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

**IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:**

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**